



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

April 11, 2008

John Matthews, President  
SureFire, LLC  
18300 Mt. Baldy Circle  
Fountain Valley CA 95630

Dear Mr. Matthews:

RE: **FINAL MONITORING VISIT REPORT** for SurFire, LLC – **ET06-0278**

<b>Date of the Visit:</b>	1/15/08
<b>Beginning/Ending Time:</b>	1:00 p.m. – 2:45 p.m.
<b>Date of Last Visit:</b>	4/5/07
<b>Visit Location:</b>	Fountain Valley
<b>Persons in attendance:</b>	Sheryl Greenberg, Director of Human Resources, SureFire; Veronique Kalantarian, Training Supervisor, SureFire; Maggie Menzel, Menzel & Associates; Barry Menzel, Menzel & Associates; Joe Davey, Contract Analyst, ETP
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	3/27/06 – 3/26/08	<b>Agreement Amount:</b>	\$430,768
<b>Training Start Date:</b>	3/27/06	<b>No. to Retain:</b>	304
<b>Date Training must be Completed:</b>	12/27/07	<b>Range of Hours:</b>	24 - 200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	109

There were no action-items found during this monitoring visit.

SACRAMENTO CENTRAL OFFICE  
1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE  
4640 Lankershim Blvd., Suite 311  
NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

[www.etp.ca.gov](http://www.etp.ca.gov)  
ETP (04/15/05)

**FINAL REPORT SUMMARY:**

• **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 5/4/06 and training began on 3/27/06. Your staff reported that all training was completed on 12/27/07, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 3/26/08. There were no Modifications or Amendments to the Agreement.

• **INTERVIEW WITH SHERYL GREENBERG, DIRECTOR OF HUMAN RESOURCES**

Ms. Greenberg reported that the major barrier to fully performing the training as originally planned was the growth of the company. She reported that the company grew by more than 30% alone in 2007, from 450 to nearly 600 employees. The company also expanded into six buildings from its original two. Data entry presented challenges to the company because of the large number of classes and a limited H.R. staff to fully administer the project. Ms. Kalantarian reported that she had difficulty using ETP's Internet websites. She found the layout and organization of the sites confusing and had difficulty finding information.

Ms. Greenberg reported that SureFire benefitted substantially from ETP-funded training by giving her and her staff the ability to develop an internal training department and achieve higher visibility for training within the organization. She reported that the quality of the training was excellent. The Vantage ERP system training in particular was extremely valuable to the company and could not have been provided in the same way without ETP funding. SureFire now has an established training program, and training is now viewed as an important method of standardizing processes and procedures and establishing a quality culture. Trainees also reported more confidence in carrying out their job responsibilities.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

As of the date of this report, ETP records show that 163 trainees have completed at least the minimum 24 hours to be eligible for full reimbursement (53.6% of planned retentions). You explained that there is more class/lab tracking data to enter. No trainees have completed the 90 day retention period. Based on the class/lab data for the 163 trainees who met the minimum eligibility threshold, SureFire is eligible to receive at least \$148,455.97 (34.5% of the total Agreement amount). Records at the time of the visit show that SureFire has received \$79,843.25 in progress payments, of which \$0 has been approved as earned. Mr. Davey reminded Ms. Greenberg that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement

<b>Trainees Started Training:</b>	578	<b>Completed Retention:</b>	0
<b>Dropped Following Enrollment:</b>	203	<b>In Retention Period:</b>	163
<b>Completed Minimum Hours for reimbursement:</b>	163		
<b>Completed Training:</b>	181		

*Contractor's statistics do not agree with ETP records at the time of the visit because not all the class/lab tracking data has been completed. Ms. Menzel reported that more tracking data will be entered before the Agreement closes out.*

**ATTENDANCE ROSTERS:**

Mr. Davey reviewed class/lab attendance rosters for 3 Job 1 trainees who have completed the minimum 24 hours of training for full reimbursement. The review sample consisted of records for training completed during the period 4/7/06 through 1/18/07. He compared the information in the online class/lab tracking system with the class/lab rosters to ensure that all ETP required information was present. Mr. Davey's review verified that the information on the class/lab rosters agrees with the number of hours reported in the online class/lab tracking system. His review also validated that the information on the class/lab rosters contains all the information required as specified in Title 22, California Code of Regulations, Section 4442, Record Keeping.

Please note that only a sample of class/lab records was reviewed during this Final Monitoring Visit. ETP recommends that SureFire conduct a 100 percent review prior to closeout of this Agreement.

**AUDIT:**

SureFire, LLC will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone (desk audit or "review"). An Audit Notification and Audit Confirmation letter will be sent to you in advance to allow ample preparation time and will include a list of documents typically examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

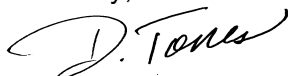
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Joe Davey at (619) 686-1919 or at JDavey@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager  
San Diego Field Office



Joe Davey, Contract Analyst  
San Diego Field Office

cc: Sheryl Greenberg, Director of Human Resources, SureFire, LLC  
Barry Menzel, Menzel & Associates

David Guzman, Chief of Program Operations

Master File  
Project File

Date report mailed to Contractor April 11, 2008